

### **Who can apply for IV-D child support services?**

Any person with custody of a child who needs help to establish paternity a child support or medical support order, any person who already has a support order who needs help to collect support payments and any non-custodial parent can apply for IV-D child support. If you are receiving public assistance from Temporary Assistance for Needy Families (TANF), or Medicaid or federally-assisted Foster Care programs, you have been automatically referred to the Division of Child Support Services (DCSS) for services.

### **What is the first step in applying for IV-D services?**

To apply for IV-D services, you need to complete an application. To receive an application, you can call your local DCSS office and request an application in the mail or you can also walk in to your local DCSS office and pick up the application. You may also visit the DCSS website at <http://www.azdes.gov/dcss> and download an application.

### **Is there an application fee?**

No, there is no application fee.

### **Are there any other costs?**

The Federal Deficit Reduction Act of 2005, effective October 1, 2006 requires states to charge a \$25 annual collections fee for some child support cases. Arizona law was passed in 2007 to allow DCSS to charge this fee. Each year DCSS must charge the \$25 annual collections fee for each case in which the state has sent out at least \$500 of child support for a person who has never received public assistance.

DCSS must keep \$25 from your child support payments, but only after it has sent out \$500 in that case. Because DCSS will charge the fee each year for each eligible case, if you have more than one case, DCSS will charge more than one fee in each year. If no other support collections are received after DCSS has sent out \$500 of support or less than 25 dollars is received, DCSS will send you a notice to pay the fee by a specific date.

There is a \$5.00 monthly handling fee for Non-Custodial Parent for cases with a support order. Also, if paternity has not been established, genetic testing may be needed to establish the identity of the father. The State will advance the costs of the testing so that if the alleged father is proven by genetic testing to be the biological father, the father will reimburse the State for the cost. If the alleged father is proven not to be the biological father through genetic testing, he does not have to reimburse the State. If your case involves dealing with a child support enforcement agency in another state, there could be extra costs.

Other states have different rules about fees and costs for child support services if the Non-Custodial Parent is in another state, ask your caseworker about the possible costs involved in dealing with that state.

### **Do I have to fill out any paperwork?**

There will be certain paperwork you will need to complete depending on if you are establishing paternity, a child support order or enforcing an existing court order. The Division of Child Support Services will provide you with the forms that you need to complete. Fill out these forms using black ink only and have them witnessed and notarized if necessary when you have completed them. A DCSS staff person can be a witness and there are notaries available to you at the local child support office to notarize the documents for you.

You may need to complete a copy of the Affidavit of Direct Payment which you can download from the web site <http://www.azdes.gov/dcss>.

### **What kind of information will I need to provide about the non-custodial parent (NCP)?**

The following list of information about the NCP will help DCSS work your case:

- ◆ name, address, date of birth and social security number
- ◆ name and address of current or recent employer
- ◆ names of friends, relatives, names of organizations to which he or she might belong
- ◆ information about his or her income and assets - pay slips, tax returns, bank accounts, investment or property holding
- ◆ physical description and or picture

The most important piece of information that you can provide is the NCP's social security number. Keep in mind that DCSS needs enough information to pursue your case.

### **Why do I need to provide this information?**

It is very important that you inform DCSS regarding any information you have about the non-custodial parent. The information is important in helping locate the non-custodial parent so that DCSS can enforce your order

### **Will I be asked any personal questions?**

If DCSS must establish paternity for your child(ren), you will be asked some questions that are of personal nature. These questions are necessary in helping DCSS locate the father of your child. Your answers will remain confidential.

### **I don't have a support order. Is it possible for DCSS to establish one for me?**

Yes. DCSS can help you establish a support order, as well as paternity, if that is an issue in your case. You will need to provide as much information to DCSS as possible to help in establishing your support order. Contact your local DCSS office for details.

### **My support order does not include any medical support for my child's insurance. Can DCSS help me establish a medical support order?**

Yes. If your current order does not include medical support, DCSS can help you add medical support to it. Contact your local DCSS office for details.

### **The non-custodial parent left my child and me ten years ago. Can I still apply for IV-D services?**

In Arizona, you can apply for IV-D child support services at any time until the child(ren)'s emancipation. Emancipation is when a person becomes legally responsible for him/herself. In Arizona, if a child reaches the age of 18 while still attending high school or an accredited high school program, support shall continue to be provided during the period the child is actually attending high school, but only until the child reaches the age of 19. Emancipation occurs on the date when the child graduates from high school or turns 19.

### **If I am applying for public assistance, do I have to supply information about the father?**

To be eligible for TANF program, you must provide information that will help identify the father so the DCSS can establish an order and collect child support from him. Child support collected while you are receiving public assistance (TANF) will be used to reimburse the State of Arizona for the time you were receiving grant. Once you are no longer receiving TANF money, the current support will be sent to you.

**I am applying for public assistance, but I am afraid that the non-custodial parent might hurt the children or me if I tell a caseworker who he is. What can I do?**

Under some conditions, the DCSS office may agree that there is “good cause” for not pursuing and order for child support against the father. Below is a list of some documents that are helpful in establishing good cause:

- ◆ law enforcement records (arrest/police reports)
- ◆ court records (*restraining orders*)
- ◆ medical records for you or your children
- ◆ criminal records
- ◆ psychological records
- ◆ social service records
- ◆ governmental records
- ◆ sworn statements from persons claiming knowledge of violence or abuse
- ◆ any record establishing that the child was conceived as a result of sexual assault or incest.

DCSS will make every effort possible to collect support payments without risking physical harm to you. Your case can be flagged with a Family Violence Indicator which will prevent any information regarding you or your child from appearing on any documents DCSS files with the court. This is done to protect your child and you from any potential harm. Speak to your caseworker about your concerns if you feel family violence may be an issue.

**I already have a support order, but the payments are barely enough for my child. Is it possible to change the amount of monthly support I receive?**

If you receive IV-D child support services, DCSS can help you request a review for adjustment of your current support order if you qualify. If there is a situation that is substantial and continuing, which would change your support order by fifteen percent or more (*for example, the non-custodial parent may have received a large pay raise or deduction at work*), you are eligible to complete a Request for a Review and Adjustment with DCSS.

### LOCAL AREA CHILD SUPPORT OFFICES:

**Apache County  
DCSS Flagstaff Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Cochise County DCSS  
Bisbee Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Coconino County  
DCSS Flagstaff Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Gila County  
Attorney's Office  
Child Support Division**  
Phone: (928) 425-4464

**Graham County  
DCSS Safford Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Greenlee County  
DCSS Safford Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**La Paz County  
Attorney's Office**  
Phone: (928) 669-6469

**All Maricopa County  
Office Phone Numbers:**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Mohave County  
DCSS Kingman Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Navajo County  
Attorney's Office**  
Phone: (928) 524-4730

**Navajo Nation  
Department of Child  
Support Services**  
Phone: (928) 871-7194

**Pima County  
DCSS Tucson Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Pinal County  
DCSS Florence Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Yavapai County  
DCSS Prescott Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

**Yuma County  
DCSS Yuma Office**  
Phone: (602) 252-4045  
Toll Free (800) 882-4151

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact: (602) 252-4045; TTY/TDD Services: 7-1-1. • Free language translations for DES services are available upon request. • Disponible en español en la oficina local.

## Department of Economic Security Division of Child Support Services

### HOW TO APPLY FOR IV-D CHILD SUPPORT SERVICES

<http://www.azdes.gov/dcsc>

CSE-1051A PAMPD (2-14)



DEPARTMENT OF ECONOMIC SECURITY  
*Your Partner For A Stronger Arizona*